

## LALIT KUMAR

Contact: +91 9899931736 | Email: lalityadav824@gmail.com | Current Location: Dwarka, Delhi.

---

### WORKMANAGER

#### PROFILE:

*Preferred Industry: Automobile & Auto Ancillary*

Result driven and competent Mahindra & Mahindra trained all products with 8 years of good experience in the field of Repair & Maintenance, Technical Support, Spares and Inventory Management within the automobile industry. An expert in diagnosing equipment defects or malfunction and in performing repair procedures. Expertise at applying engineering drawings, diagnosis codes, writing diagrams and blueprints in repair and maintenance of equipment/system. Experienced in spare inventory management, spare purchase and ordering, record maintenance and controlling spare parts obsolescence. Equipped with top quality customer service skills and effectively explains technical diagnosis and needed repairs to non-mechanical individuals. Good knowledge of implementing Kaizen, 5S on shop floor. Possess excellent interpersonal, communication, planning, and organizational skills. Demonstrating strong leadership with excellent problem solving and analytical skills.

#### CORE COMPETENCIES:

Advance Automotive Diagnosis  
Repair & Maintenance  
Engine Knowledge  
Technical Support

Spare Parts Management  
Inventory & Store Management  
Dealer & OEM Management  
Compliant Handling

Quality Assurance  
Team Orientation & Management  
Client Relationship Management  
Staff Supervision & Training

#### CAREER SUMMARY:

<b>Delhi Associates (Authorized Dealer of Mahindra Truck &amp; Bus)</b>	<b>Works Manager</b>	<b>Sept'19-Till date</b>
<b>Karan Automotives (Authorized Dealer of Mahindra Truck &amp; Bus)</b>	<b>Works Manager</b>	<b>Apr'19-Sept'19</b>
<b>Karan Automotives (Authorized Dealer of Mahindra Truck &amp; Bus)</b>	<b>Spare Manager</b>	<b>Sept'18-Mar'19</b>
<b>M/s Mahindra &amp; Mahindra Ltd. Bikaji Cama Place, Delhi (Powerol Div.)</b>	<b>Engineer Customer Care</b>	<b>Aug'14-Sept'18</b>
<b>M/s Ambiance Mall, Gurgaon (Voltas HVAC Machines)</b>	<b>Supervisor</b>	<b>May'12-Aug'14</b>
<b>M/s Honda Car India Ltd. (Tapukara, Rajasthan)</b>	<b>Machine Operator</b>	<b>Sept'10-May'12</b>

#### Key Deliverables across tenure:

- Responsible for opening job cards all type of services.
- Dealing with dealers and OEMs for any issues / fault in machine.
- Diagnosing engine problems based on observational and mechanical testing as well as information provided by the customer.
- Repairing and servicing of all type engine and parts.
- Troubleshooting and diagnosing faults or problems in vehicle/engine & finding the root causes of the concern.
- Performing specialize test on parts and systems to ensure that they are working properly.
- Following checklists to ensure that all critical parts are examined.
- Disassembling and reassembling parts and using testing equipment to ensure that repairs and maintenance are effective.
- Explaining technical diagnosis to customer/clients.

- Containing costs by using warranty; evaluating service and parts options.
- Handling spare parts division also at those AMC vehicles at site.
- Attending to customer complaints & providing support and training to subordinates for better Customer satisfaction
- Fling training needs and planning workshop activities to ensure high levels of quality while providing onsite support and dealing in repair & maintenance of vehicles.
- Maintaining supplies by inventorying stock, placing orders and verifying receipt.
- Providing training and instruction to new personnel on activities relating to engine servicing and repair to ensure an acceptable work performance level.
- Enforcing safety regulations and recommended improvements, changes or new techniques and procedures.

#### **ACADEMICS:**

- MBA (Operation) from JAIPUR NATIONAL UNIVERSITY, 2019
- B.A. (Math & Economics) from Delhi University, 2017.
- I.T.I in Trade (Electronic Mechanics) (NCVT) from GOVT. INDUSTRIAL TRAINING INSTITUTE Ajmer, (Rajasthan) in 2009.
- 12th from Board of Secondary Education Rajasthan, Ajmer 2007.
- 10th from Board of Secondary Education Haryana, 2002.

#### **TRAININGS ATTENDED**

- HCV EMS Training at Mahindra Pune Maharashtra, 2019
- HCV SCR system Training at Mahindra Pune Maharashtra, 2019
- Warranty Manager Training At Mahindra Pune Maharashtra, 2018

#### **IT SKILLS:**

- Microsoft Office, Excel, Word, Power Point, Mail Communications, Software Installing, Computer Hardware Knowledge and Internet Application Like:- CRMDMS,DMS, SAP ETC.

#### **PERSONAL DETAILS:**

**Date of Birth:** 01-07-1986 | **Languages Known:** English & Hindi | **Nationality:** Indian | **Passport Details:** Available

**References are available on request**